

RFP-10-20
Question/Inquiry Responses
December 18, 2009

Q1. Are any supply/form or report result deliveries expected from ISDH Lab to the sample submitters? If so, what are the time expectations of delivery.....asap or the next time the submitter calls in for a pickup?

A1. Yes, the ISDH lab may request pick up of clinical supplies or other items (such as lab requisition forms, patient test reports, vaccine, or sample transport kits) and delivery to sample submitters. (Test results, however, are most often delivered electronically, where available, or via U.S.P.S.) When the ISDH lab requests a pick up, the timing expectations may vary but will be less strict than that referenced in Section 2.0 of Attachment D (i.e. –deliveries need not be made by 7:00 AM the next business day).

Q2. Can an outside lock box be supplied to submitter locations for pickup arrival after submitter is closed?

A2. The vendor may provide lock boxes to submitters at their discretion. However, the lock boxes must be capable of maintaining the temperature requirements required for the types of specimens it will contain.

Q3. Other than providing a daily log and receipt for pickup of samples from the submitter, is the courier required to check off any type of manifest or specimen transfer list inside specific locations?

A3. No. The only additional documentation that may be required, depending on the specimen, is chain of custody documentation. These types of samples will be a very small minority of all samples submitted.

Q4. Are there return samples sent from ISDH Lab to the sample submitters?

A4. No. Samples are not returned to sample submitters following testing. However, see Question 1.

Q5. Will vendor be required to provide biohazard bags for samples to sample submitters?

A5. No.

Q6. For Friday specimen pickups, does the next day drop off by 7:00am still apply for Saturdays?

A6. This is negotiable provided samples are stored in the conditions required. Friday pickups may be delivered to the lab no later than 7:00 AM Monday morning.

Q7. Do all sample submitters utilize lockboxes for after office hour pickups?

A7. No.

Q8. Is the \$200,000 baseline for the initial term of six months (the pilot period)?

A8. Yes.

Q9. Can respondent(s) propose alternatives balancing the service requirements and financial baseline? Specifically, can a single respondent submit multiple responses for independent evaluation?

A9. Only one proposal may be submitted. See Section 1.7 of the RFP. However, also see Section 2.5 of the RFP concerning cost proposals.

Q10. Page 1 of 4, 2.0 Scheduling....It states that samples can be picked up between 8:00 AM and 5:30 PM, Monday through Friday. However the following statement says that afternoon late day pickups are required for regular (scheduled) pickups.

- A. Can the samples be picked up between the hours of 8:00 AM and 5:30 PM or do they have to be picked up in the afternoon?
- B. If they do indeed have to be picked up in the afternoon what is the earliest time that they can be picked up?
- C. Are the non-daily pickup times the same as the daily scheduled pickup times?

NOTE: The earlier the pickups can begin, the fewer vehicles are required to complete all stops, hence significantly lowering the cost of the contract. We would like to be able to begin pickups no later than 10:00 AM in order to increase the number locations that one vehicle can pickup each day, hence substantially reducing the cost of the contract.

A10. For purposes of the RFP, only those submitters with pickup frequencies listed in Attachment E as daily or with pickup frequencies specified as one or more SPECIFIC days of the week are deemed regular (scheduled) submitters. All other submitters will be requesting courier services on an on-call (unscheduled) basis. See Section 2.4 of the RFP. Afternoon, late day pickups are required for regular submitters. See Section 2.0 of Attachment D. For on-call submitters, sample pickups requested before 1 PM should be picked up the same day. Pickups requested after 1 PM may be picked up at any time the following business day, though pickup that same afternoon would still be preferred.

Q11. Are the non-daily pickup times $\frac{3}{4}$, $\frac{1}{2}$, weekly, monthly and quarterly always scheduled on the same days or are they random days?

A11. Random.

Q12. Pages 2 of 4, Second Paragraph. It states that a submitter calling in for a pickup prior to 1:00 PM shall have the pickup completed the same day. Will the submitter be

open after 5:30 for these last minute pickups? Could this be moved back to 10:00 AM to allow for a little flexibility? You will be artificially adding cost to the contract that can be avoided if we had a little more time to reroute existing vans rather than having to send another vehicle out of Indianapolis.

A12. If the submitter is not open until at least 5:30 PM the vendor is not responsible for a same-day pickup. Pickups completed after 5:30 PM would be negotiated between the vendor and the submitter at the time of the request. We are not willing to shift pickup request timing to 10 AM at this time.

Q13. Can all the drivers be individual subcontractors and use their personal vehicles or does the drivers need to be employed by the Courier Service.

A13. Drivers may be subcontracted pursuant to Section 2.3.9 of the RFP.

Q14. In Section 2.5 Cost Proposal: The baseline for this RFP is \$200,000. Is \$200,000 an annual cost? How was this number determined?

A14. \$200,000 is the baseline cost for the initial contract term of this project. See Section 1.14 of the RFP. The baseline was determined following a review of our needs and a comparison of other states' courier systems.

Q15. Attachment D 1.0: The vendor will deliver all samples to the ISDH laboratories. Are there ISDH delivery points in each region? How do we determine from the list of submitters which locations to deliver to or is there a separate list?

A15. All samples picked up from submitters will be delivered to the ISDH laboratories located at 550 W. 16th Street, Indianapolis, IN 46202.

Q16. Attachment D 2.0: Sample pick up shall occur during normal business hours. Will the locations be closed during lunch hours? If so, is the vendor responsible for working around the closing?

A16. We do not expect lunch hour closings. The vendor is not responsible for working around such closings.

Q17. Attachment D 3.0: The vendor is responsible for providing the sample transport containers. Will dry ice be required to be provided by the vendor? Will there be a variety of temperature controlled environments to be maintained? What size coolers will be needed? What are the sample/package dimensions typically being shipped?

A17. The vendor would be required to provide dry ice for storage of samples submitted frozen (a very small minority of samples). There are three possible environments to be maintained – that requiring dry ice, between 2 and 8 degrees Celsius (between 35.6 and 46.4 degrees Fahrenheit), and between 15-30 degrees Celsius (between 59 and 86 degrees Fahrenheit). Sample sizes will range from small blood tubes in a small box or biohazard

bag to larger boxes containing samples for rabies testing (approximately 1-2 cubic feet). Please also see Question 18.

Q18. What specific volume (number of coolers, weight, etc.) can the vendor expect from the largest sample submitters in the system? Do you have any data to provided indicating potential volume by submitters?

A18. We can only make a rough estimate. Based on our sample receipt records for daily volumes from our 13 largest submitters, approximately 12 medium sized coolers (about 16"x10"x15") and 2 large coolers (about 38"x18"x18") would be required for transport. We don't have a reliable way to estimate weights. However, this does not take into account the number of vehicles these coolers would be distributed into, nor does it include the volumes that may be received on any given day from the less frequent submitters.

Q19. Is there an idea of what size vehicles may be needed? This is where potential volume by submitter would be helpful.

A19. We cannot advise on vehicle size, since it depends upon submitters assigned to any given route. Please see Question 18 for a rough volume approximation.

Q20. Is our understanding of Schedule vs On-call correct? Any location requiring one or more pick ups per week will be considered Scheduled and anything less will be On-call. If there are specific days listed, can we come up with the specific days and pick up times (understanding that late afternoon pickups are optimal) for routing purposes?

A20. Please see Question 10, Section 2.4 of the RFP, and Section 2.0 of Attachment D. (It appears your understanding is NOT correct.)

Q21. At the Pre RFP Informational Session it was suggested that overnight delivery services could be used. Can the state identify what accounts, daily or will-call are open to using this type of service?

A21. If, by overnight delivery you mean utilizing another company to transport samples (ex. FedEx, UPS, etc), that would be permissible as long as samples are received within the required timeframe and have been stored in the required temperature conditions.

Q22. Can Submission of Proposals be pushed back 1 week? Contacts and subcontractor information is unavailable during Christmas to New Years.

A22. An extension has been granted. The due date for proposal submission is now 3:00PM (Eastern Time), January 15, 2010.

Q23. If additional language is needed in the Professional Services Contract (Attachment B) should it be stated now in the RFP?

A23. YES.

Q24. Can specimen lock boxes be utilized?

A24. Yes, but see Question 2.

Q25. Are 3-4 or 1-2 pick ups per week considered a scheduled stop?

A25. No. Please see Question 10, Section 2.4 of the RFP, and Section 2.0 of Attachment D.

Q26. Will-call accounts, are they consider part of the baseline or are they considered ongoing services?

A26. The baseline amount provided is expected to cover ALL costs incurred during the initial contract term. See Section 1.14 of the RFP.